GENERAL OPERATING POLICIES AND PROCEDURES
ANSWERS TO MOST FREQUENTLY ASKED QUESTIONS

GENERAL BUILDING POLICIES

1. Decorations, signs, banners, and similar materials may not be taped, nailed, stapled or otherwise fastened to ceilings, doors, walls, glass, columns, painted surfaces, fabric or decorative walls.
2. Helium balloons may not be sold or distributed inside the facility. Helium balloons may be approved through your Event Manager for permanent attachment to authorized displays. A deposit may be required prior to installation.
   A. If helium balloons from an authorized display are released within the facility, labor costs to remove balloons from ceilings or ventilation fans will be charged.
   B. Helium (or like) balloons distributed outside the **CCC** should not be brought into the facility.
3. No pressure-adhesive stickers or decals or similar promotional items may be distributed in the building. Labor costs to remove adhesive stickers and decals will be charged.
4. The **CCC** escalators and public elevators are not to be used to transport freight or equipment. All equipment and freight should be transported, utilizing the freight elevator and brought in on the docks.
5. The **CCC** does not provide furniture or equipment for exhibitors' booths. All arrangement for furniture and equipment for exhibitors should be handled by a general service contractor.

SMOKING POLICY

1. The **CCC** is a non-smoking facility.
2. If the function is open to the **general public**, there will be no designated smoking area within the facility.
3. Smoking is not permitted on the exhibit hall floor during move-in or move-out.
4. The Denver Fire Department will issue citations for violations of this rule.

FOOD AND BEVERAGE

1. Sodexo Catering has exclusive catering, concession and liquor privileges at **CCC**. It is not permissible to bring food and beverages into the **CCC**. Centerplate can be reached 303.228.8050 for in booth catering.
2. Food and beverage distributed by exhibitors are limited to products manufactured, processed or distributed by the exhibiting firm and are limited to sample size. Buy-out fees will apply. Please contact your Sodexo Catering representative at 303.228.8050 for more detailed information.

SECURITY

1. The **CCC** maintains twenty-four (24) hour security for building perimeter and internal patrols.
2. Hall Security and Individual booth security are the responsibility of Show Management and the Exhibitor.

DELIVERY PROCEDURES

1. The **CCC** does not accept advance freight shipments for exhibitors or show management. Freight must be consigned to the general service contractor or show manager during the event period.
2. Mail received on site should be addressed to the appropriate show or event. Mail will be held in the **CCC** offices until the first day of move in, at which time it will be delivered to show management.

PARKING

1. The **CCC** operates a 1,000 space parking garage connected directly to the facility. **CCC** does not operate any of the parking lots that surround our facilities. Please call 303.228.8070 for information and to request a parking map if needed.
2. Cars and/or trucks parked in marked fire lanes or in posted "no parking" areas will be ticketed and towed.

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RIGGING/SUSPENSION OF LOADS

The **CCC** management must approve all rigging/suspension of loads from any part of the facility structure.

1. All signs, banners, and displays suspended from exhibit hall ceilings must be approved in advance and hung by CCC or general service contractor personnel.
2. If you are using any part of the facility structure for rigging or the suspension of loads, you must submit to CCC two copies of your rigging plot to Exhibitor Services two months prior to move in for the CCC approval. Part of this requirement is due to possible shared or compounded loading between booths or different shows and even between levels of the convention center which can also be a concern. This is even more important on larger shows where several booths are rigging within proximity to each other.
3. All submittals will need to be overlaid in the correct location and orientation onto the Reflected Ceiling Plan (RCP) for the relevant area for proper review to take place (these drawings can be provided in .DWG or .PDF format if they are not on file already and/or upon request).
4. The rigging plot should conform to the following:
   A. Name of show, show dates, building location; the name of the contractor responsible for rigging, including contact information; and if applicable, the names of the audio, lighting and scenery contractors. Contact information should be printed on the plans.
   B. Rigging plots must be drawn in 1/16”=1’ scale.
   C. Rigging plots must indicate locations of points, loads for each point, and a legend that explains the use of each point; such as audio, lighting, and scenery.
   D. Rigging plots must include facility column locations and roof steel locations.
5. The first point of contact for this should be your event manager. However, for more specific information, requirements, and limitations regarding rigging/suspension of loads at the CCC or for any inquiries that have not been assigned a specific point person please contact:

   Jason Hiester
   Director of Event Operations
   303.228.8126
   JHiester@denverconvention.com

6. If submittals do not meet/or exceed the outlined acceptable criteria the building provides, the rigging plan may need to be sent to the Structural Engineer of Record (SER) for approval at an additional cost. Note: this SER review can add additional time to the review/approval process. ***If the rigging plan is not submitted 30 days prior to the first move in date a $500.00 review fee will be charged in addition to any applicable SER fee’s or cost.***
7. If not received in a timely fashion, rigging oversight charges may also apply and any rigging work may not be performed until a submittal is made and the plan has been approved by the building/Operations.
8. Without all the information being submitted with ample time to review it limits options.

BASIC FIRE CODE REGULATIONS

1. Exits in all areas of the facility should not be blocked or covered for any reason.
2. Exterior and loading dock doors and fire doors may not be propped open.
3. All aisles should be kept clear, clean and free of obstructions.
4. Firefighting and emergency equipment should not be blocked or obstructed under any circumstances.
5. Materials used in the construction of displays must be fire resistant, such as draping, table coverings, banners, props, scenery, evergreen trees, bark, angel hair and shrubs. All exhibits and displays are subject to inspection by the Fire Prevention Bureau and/or **CCC/ASM** management for compliance.
6. Vehicles with gasoline engines that are to be displayed should conform to the following:
   A. Battery cables must be disconnected.
   B. Fuel level in gas tank is less than ¼ tank, and is not to exceed five gallons.
   C. Must have protective covering under motors, drive trains and tires on any carpeted area.
7. Use or storage of liquid petroleum (LP) gas by exhibitors is restricted.

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WASTE DIVERSION POLICY

We recognize our important role in protecting and enhancing the environment and to help secure the long term sustainability of our city. As such we are committed to operations which reduce our environmental impact, focus on conserving resources, and utilizing products, technologies, and methods which continually improve in these efforts.

PROHIBITED ITEMS AT THE CENTER:

- Foamcore signage
- Signage that cannot be recycled or reused by the event organizer, excluding decals or window clings
- Single use plastic bags used for purchases, and plastic conference bags provided to collect show items
- Any hazardous substance, or item containing a hazardous substance
- Large foliage (including tress), without the root system intact

RESTRICTIVE ITEMS AT THE CENTER

While items are allowed at the Center, neither the Exhibitor nor Event Organizer shall leave any of the following upon conclusion of the event unless previously arranged with the Center directly:

- Vinyl banners
- Large exhibits
- Electronics, furniture, or equipment, unless previously approved by CCC
- Carpet, carpet scraps, or carpet padding, as well as carpet tubes
- Pallets

ITEMS FOR DONATION

- Preapproval of a plan for donation is appreciated to ensure the material or items can be donated
- In accordance with the license agreement terms and building policy any items left behind will become property of CCC. CCC will at its sole discretion, determine the best method to manage the material, in accordance with applicable law
- Any perishable food items left by exhibitors will become property of CCC one hour after the close of the show, and discarded according to building policy.

The Colorado Convention Center requires 100% compliance with this policy. Non-compliance will result in extra housekeeping and disposal fess to be charged.

Abandoned Item	Flat Rate Charge	(+) Charge Fee
Foamcore signage	$200.00	$10.00/sheet
Other signage waste*	$100.00	$5.00/ea.
Single use plastic bags	$100.00	$0.50/bag
Hazardous substance	$300.00	$ of disposal
Vinyl banners	$100.00	$10.00/lb.
Large exhibits	$650.00	% of roll off
Electronics	$100.00	$2.00/lb.
Carpet, scrapes, padding, tubes	$250.00	$50.00/lb.
Furniture and/or equip.	$75.00	$25/day until P/U
Pallets	$200.00	$5.00/pallet
Large foliage	$75.00	$25/day until P/U
Other misc item	$100.00	$ of disposal

**Unrecyclable or reusable by event organizer (excluding decals and window clings)*

BASIC FIRE CODE REGULATIONS continued

8. Operation of any heater, barbecue, heat producing or open flame devices, candles, lanterns, torches, welding equipment, smoke emitting devices or materials in the CCC should have written authorization by the CCC management and the Fire Prevention Bureau. Permits may be required.
9. All empty crates and boxes should be stored in areas approved and assigned by the CCC management and the Fire Prevention Bureau.
10. All electrical equipment should be U.L. (Underwriters Laboratories) approved.
11. Show management, exhibitors and general service contractors should comply with all City fire codes that apply to places of public assembly.
12. All general service contractor equipment should be propane or battery powered. Propane storage and transport is subject to Denver Fire Department regulations.
13. Any covered exhibit space over 300 square feet requires a smoke detector and a 2A10BC fire extinguisher.
    A. Any exhibit that has a covered area greater than 300 sq. ft. must submit the following information to the Mark Brisse, Operations Manager at mbrisse@denverconvention.com, for approval prior to move in:
       - Diagram of the booth layout with dimensions.
       - Detail of the covered area including materials used.
       - Flame retardant certificate is required if soft goods are used as the covering.

    B. Once all the information has been received by Operations Manager, it will be reviewed and submitted to the Denver Fire Prevention for approval.
14. Storage in meeting room and ballroom corridors is not permitted.
15. Multi-level exhibits and enclosed rooms have special requirements in order to obtain approval from the Fire Prevention Bureau.
    A. Exhibits with a double deck structure and/or enclosed room must submit the following information to Mark Brisse, Operations Manager at mbrisse@denverconvention.com, for approval a minimum of 15 days prior to move in:
       - Engineer stamped drawings of the double deck structure and/or enclosed room.
       - Diagram of the booth layout with dimensions.
       - Elevation drawing of the double deck structure and/or enclosed room.

    B. Contact CCC Operations Manager at 303.228.8013 for further clarification and specifics if necessary.
    C. Once all the information has been received by the Operations Manager, it will be reviewed and submitted to the Denver Fire Prevention for approval.

FOR A MORE COMPREHENSIVE LIST OF POLICIES AND PROCEDURES, PLEASE REFER TO THE CCC EVENT PLANNER'S RESOURCE BROCHURE.

Questions should be directed to:

Exhibitor Services Department
700 14th Street
Denver, Colorado 80202
Phone: 303.228.8027 Fax: 303.228.8101
Email: eorders@denverconvention.com